

Formal Complaint Letter

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally address an issue I recently experienced with one of your employees, [Employee's Name], on [specific date]. I believe it is important to bring this matter to your attention as it may affect the overall customer experience at your establishment.

During my interaction with [Employee's Name], I found their attitude to be unhelpful and dismissive. [Briefly describe the situation, including specific examples of what occurred]. This behavior was unexpected and disappointing, especially coming from a representative of your company.

I trust that you will treat this complaint seriously, as it reflects not only on [Employee's Name] but also on your company's reputation for customer service. I hope that you will look into this matter and take appropriate actions to ensure that customers receive the courteous service they deserve.

Thank you for your attention to this important matter. I look forward to your prompt response.

Sincerely,

[Your Name]